Veterans Affairs Canada
Anciens Combattants Canada

ANNUAL REPORT
on the Administration of the
Access to Information Act
2016-2017

The Honourable Kent Hehr, PC, MP
Minister of Veterans Affairs and
Associate Minister of National Defence

Canada

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1. Introduction

The *Access to Information Act* provides Canadian citizens, permanent residents, and all individuals and corporations present in Canada, the right of access to records under the control of a government institution, subject to some exceptions. The *Act* complements other methods for obtaining government information, and does not limit in any way the access to government information that is normally available to the public upon request.

This annual report on the administration of the *Access to Information Act* describes how Veterans Affairs Canada (VAC) and the Office of the Veterans Ombudsman (OVO) fulfilled their responsibilities under the *Access to Information Act* during the fiscal year April 1, 2016 to March 31, 2017. This report is prepared and tabled in Parliament in accordance with section 72 of the *Access to Information Act*.

2. Mandate of Veterans Affairs Canada

Canada's development as an independent country with a unique identity stems partly from its proud military achievements. VAC exists to help those whose courageous efforts gave us this legacy and contributed to Canada's growth as a nation.

VAC's mandate is set out in the *Department of Veterans Affairs Act*. It charges the Minister of Veterans Affairs with responsibility for *"...the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or Merchant Navy or in the naval, army, air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . . and the care of the dependents or survivors of any person referred to..."*. VAC is also responsible for keeping alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

Responsibilities

VAC fulfills its mandate by enabling the well-being of Veterans and their families, and by supporting recognition and remembrance of the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

This is accomplished by:

- Providing leadership as a champion of Veterans, and by promoting the strategic alignment and coordination of benefits and services; whether available through the Department and other federal partners, or through provincial and community programs and non-government organizations;
- The work and research of the Department—listening to the suggestions of Veterans, their representatives, and stakeholders. The Department strives to design and deliver programs that meet the modern needs of Veterans and their families; and,

- Helping Veterans access the supports and services they need, from all levels of government and the community. Veterans Affairs Canada aims to be a leader in the care and support for all Veterans and their families.

3. Mandate of the Office of the Veterans Ombudsman

The OVO helps ensure that the sacrifices of Canada's Veterans and their families are recognized through the provision of services, benefits, and support in a fair, accessible, and timely manner. As an impartial and independent officer, the Veterans Ombudsman reports directly to the Minister of Veterans Affairs and works to ensure that Veterans, men and women of the Canadian Armed Forces (CAF), members and former members of the Royal Canadian Mounted Police (RCMP), as well as their families and other individuals that are clients of VAC are treated fairly and in accordance with the *Veterans Bill of Rights*.

The mandate of the Ombudsman, found in the *Order-in-Council P.C. 2007-530*, is to:

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives arising from the application of the provisions of the *Veterans Bill of Rights;*
- Identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on Veterans and other individuals served (by VAC);
- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the Veterans Review and Appeal Board;
- Review systemic issues related to the Veterans Review and Appeal Board; and,
- Facilitate access by stakeholders to programs and services by providing them with information and referrals.

4. Organization

I Veterans Affairs Canada's Access to Information and Privacy Office

The VAC Access to Information and Privacy (ATIP) Coordinator acts on behalf of the Minister of Veterans Affairs and the Deputy Minister to ensure that the Department fulfills its responsibilities under the *Access to Information Act* and the *Privacy Act*. The ATIP Coordinator reports to the Director General of Information Technology, Information Management, Administration and Privacy, which is part of the Chief Financial Officer and Corporate Services Branch.

The main activities of VAC's ATIP Office include:

- Processing requests for information submitted under the *Access to Information Act* and the *Privacy Act*, including consulting with other federal departments and third parties with respect to ATIP requests received;
- Developing policies, procedures and guidelines in support of Access to Information and Privacy legislation and central agency requirements;
- Providing awareness and training on access to information and privacy to ensure employees understand their roles and responsibilities;
- Monitoring compliance with both acts, regulations and central agency requirements;
- Preparing annual reports to Parliament on the administration of the *Acts*;
- Leading the development of Privacy Impact Assessments (PIAs);
- Acting as point of contact to resolve complaints against VAC which have been submitted to the Information Commissioner and to the Privacy Commissioner;
- Providing centralized management of privacy breaches;
- Providing VAC staff with advice and guidance on ATIP issues;
- Analyzing and responding to privacy and access to information policy issues;
- Reviewing new forms for the collection of personal information;
- Developing appropriate Privacy Notice Statements; and,
- Evaluating contracts and Memoranda of Understanding.

Processing of access to information and privacy requests is centralized within the ATIP Office in Charlottetown, Prince Edward Island. The ATIP Office is comprised of two teams: Operations, and Policy and Governance. In 2016–2017, the VAC ATIP Office employed a total of 28.4 full-time equivalents (FTEs).

II Office of the Veterans Ombudsman Access to Information and Privacy Unit

The Veterans Ombudsman, Deputy Ombudsman and Executive Director (formerly Director General of Operations in Delegation Order in Annex 1), Legal Advisor and Director, Corporate Services and Charlottetown Operations have full authority for the OVO to exercise the powers, duties, and functions of the Minister as the Head of Veterans Affairs under the provisions of the *Acts* and related regulations (see Annex 1). Although four positions have been delegated full authority, the Director, Corporate Services and Charlottetown Operations, is responsible for management of the Access to Information and Privacy function within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both *Acts* are met. Processing of requests is centralized within the unit. The unit consists of the Director, Corporate Services and Charlottetown Operations, and an Information Management Coordinator. These two full-time staff members were assigned to the administration of both Acts on a part-time (as required) basis during the 2016–2017 reporting period, which represents 0.04 of an FTE.

The main activities of the OVO ATIP unit include:

- Processing OVO requests for information submitted under the *Access to Information Act*

and the *Privacy Act,* including consulting with other federal departments and third parties with respect to ATIP requests received;

- Developing OVO policies, procedures, guidelines, and processes in support of Access to Information and Privacy legislation and central agency requirements;
- Providing awareness and training on access to information and privacy to ensure OVO employees understand their roles and responsibilities;
- Monitoring OVO compliance with both acts, regulations and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in annual reports to Parliament on the administration of the *Acts*;
- Completing and coordinating the completion of Privacy Impact Assessments (PIAs) for the OVO;
- Working closely with VAC for the resolution of any complaints against OVO which have been submitted to the Information Commissioner of Canada and the Privacy Commissioner of Canada;
- Providing centralized management of privacy breaches within the OVO;
- Providing advice and guidance to OVO staff on ATIP issues;
- Analyzing and responding to OVO privacy and access to information policy issues;
- Reviewing new OVO forms for the collection of personal information;
- Developing appropriate Privacy Notice Statements for the OVO; and,
- Evaluating contracts and Memoranda of Understanding.

5. Delegation Order

The responsibilities associated with the administration of the *Access to Information Act* are delegated to departmental and OVO officials through a delegation order (attached as Annex 1).

6. Highlights of the Statistical Report, 2016-17

The following summary provides an overview of key statistics on the administration of the *Access to Information Act* at VAC and the OVO between April 1, 2016, and March 31, 2017. A more detailed breakdown can be found in Annex 2 (VAC and OVO Statistical Report) and for separate interpretation specific to the OVO, Annex 3 (OVO Statistical Report).

I Requests under the *Access to Information Act*

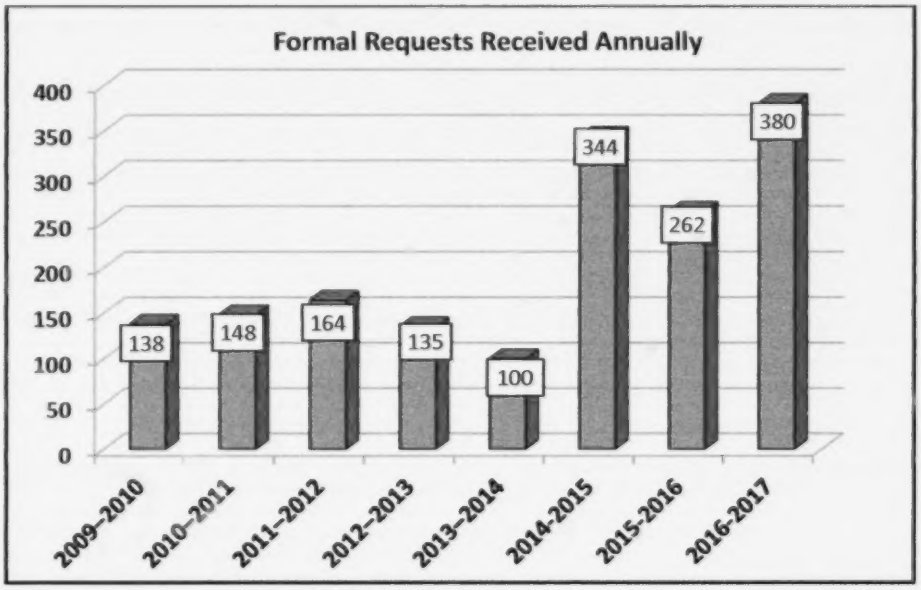
A formal request is a written request made under the *Access to Information Act* to the government institution that controls the record. There is a $5.00 application fee, and the Department has 30 calendar days to respond. If extensions are required, applicants are notified in writing.

Between April 1, 2016, and March 31, 2017, the Department received 380 formal requests (379 by VAC and one by the OVO) for information under the *Access to Information Act*. This represents a 45% increase in requests received by VAC, (379 in 2016-2017 compared to 262 in the 2015–2016 fiscal year). The number of pages processed and pages disclosed by VAC also increased by 23.8% and 22.2% respectively, over the previous fiscal year. Further, the number of requests completed on time increased by 15%.

The VAC ATIP Office not only manages formal requests submitted under the *Access to Information Act*, but also informal requests. An informal request is a one for information that is not made or processed under the *Act*. Fees are not charged, there are no deadlines for responding, and the requestor has no statutory right of complaint. VAC's ATIP Office completed 160 informal ATI requests in the 2016–2017 fiscal year. These requests resulted in 37,250 pages processed and 36,936 pages disclosed. This is a 51% increase in informal requests from 2015-2016 when the VAC ATIP Office completed 106 informal ATI requests, which resulted in 22,226 pages processed and 21,049 pages disclosed.

No informal requests were processed by the OVO during the 2016–2017 reporting period.

The increases in the number of requests, along with pages processed and disclosed can be attributed to an ever increasing demand for briefing documents, complex and high volume requests, and the level of interest in initiatives occurring within the Department.

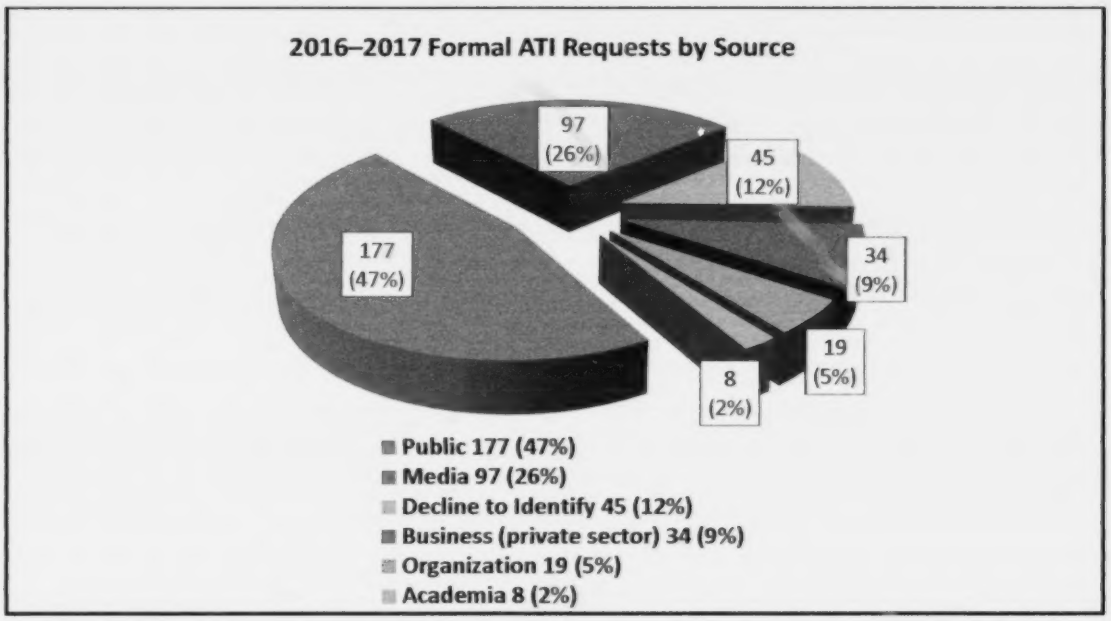


On April 1, 2016, VAC carried forward 49 open formal requests from the previous fiscal year (49 for VAC and none by the OVO). Combined with the 380 new requests received (379 for VAC and one for the OVO), a total of 429 requests required action by the Department (428 by VAC and one by the OVO) during the 2016–2017 fiscal year.

At the end of the 2016–2017 fiscal year, VAC carried forward 54 outstanding formal requests and the OVO carried none forward to the 2017–2018 fiscal year.

II Source of Requests Received

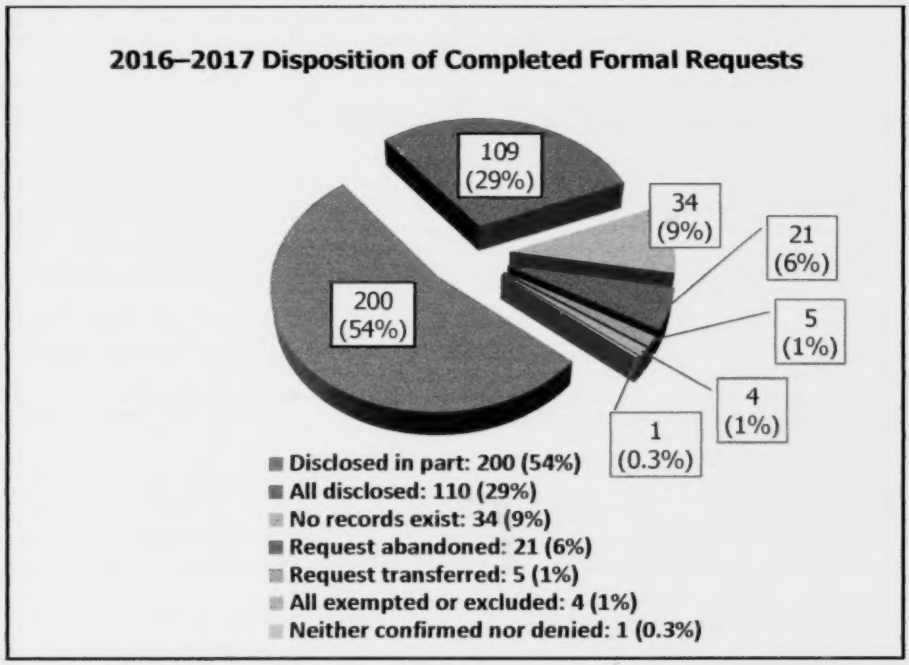
Included in the chart below are 379 requests received by VAC and one request received by the OVO during the 2016–2017 reporting period.



III Disposition of Requests Completed

Of the 429 requests requiring action in 2016-2017, 375 requests (374 for VAC and one for the OVO) were completed, compared with 291 requests (289 for VAC and two for the OVO) completed in the 2015–2016 reporting period (a 28.8% increase). The Department processed 103,273 pages and disclosed 94,375 in 2016–2017 (including one page processed and disclosed by the OVO). In comparison, the Department processed 83,404 pages and disclosed 77,225 pages in 2015–2016 (three pages processed and three pages disclosed by OVO). This represents a 22.2% increase in pages released by the Department for formal ATI requests compared with the previous year. This increase is attributed not only to improved performance, but also to departmental openness and transparency.

The following table provides further details on the disposition of 375 requests completed in 2016–2017:



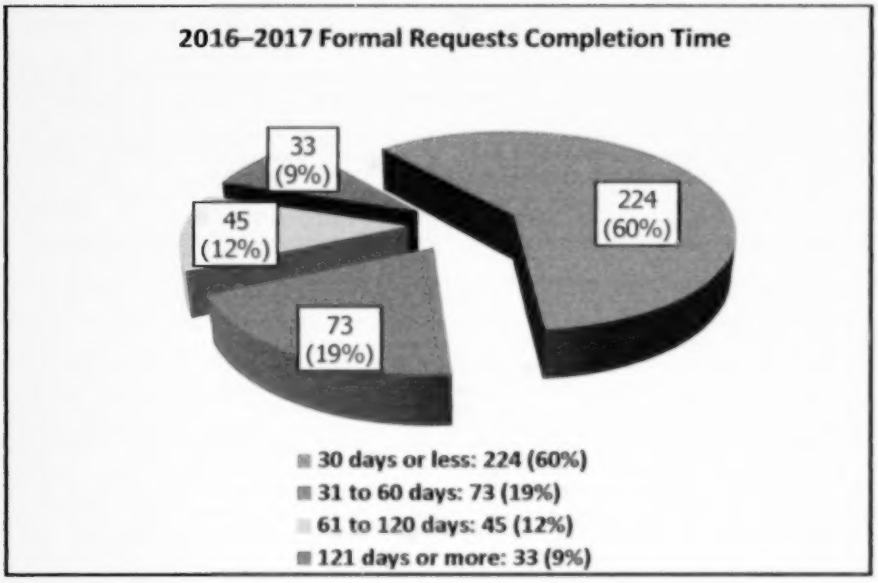
IV Completion Time

During the 2016-2017 reporting period, 375 requests were completed (374 for VAC and one for the OVO). Of the 375 completed, 224 formal requests (60%) were completed in 30 days or less (223 by VAC and one by the OVO). As illustrated in the following chart, the Department also closed 151 cases over the year which required additional time and effort to complete. This was attributed to workload, case complexity and the need for consultations.

To improve completion times, the VAC ATIP Office strengthened its monitoring. This included:

- Weekly and monthly statistical performance reports to monitor overall departmental performance provided to Directorate, Divisional and senior management;
- Weekly operational meetings with staff to review work plans, establish priorities and reallocate resources as necessary;
- Enhanced case management using ATIP case management software, including weekly review and monitoring of the status of requests and consultation processes on access requests by the VAC ATIP Office Team Leaders, Managers and Director;
- Weekly dashboards to senior management and ATIP Liaison Officers on the number of outstanding retrievals; and,
- Working closely with program areas throughout the Department, and holding a number of awareness and training sessions to support program areas in completing timely and quality retrievals.

Work will continue on streamlining processes to improve the completion rate for access to information requests in 2017-2018.


2016–2017 Formal Requests Completion Time
33 (9%)
45 (12%)
73 (19%)
224 (60%)
30 days or less: 224 (60%)
31 to 60 days: 73 (19%)
61 to 120 days: 45 (12%)
121 days or more: 33 (9%)

V Exemptions Cited

Canadians have a right of access to publicly held information. The *Access to Information Act* identifies, however, specific exemptions for which the need to withhold certain information is recognized. An exemption is a provision under the *Act* that authorizes the head of the government institution to refuse to disclose records in response to an access request.

During 2016-2017, VAC invoked 353 exemptions under Sections 16, 18, 19, 20, 21, 22, 23, 24 and 26 of the *Access to Information Act*. No exemptions were cited by the OVO.

VAC most frequently invoked Subsection 19(1), which is used to exempt personal information, such as sensitive medical information. Some requesters seek their personal information under the *Access to Information Act* instead of the *Privacy Act*. When this occurs, personal information belonging to third parties is severed under section 19 of the *Access to Information Act*. This contributes significantly to the Department's use of section 19.

In 2016-2017, there was an increase in exemptions under paragraph 21(1)(a). This provision allows for information to be withheld if it relates to the internal decision-making processes of government and the disclosure would have a detrimental impact on the candidness of advice or recommendations given. During 2016-2017, there were a number of new initiatives occurring throughout the Department, which required information to be withheld to allow for candid and frank internal decision-making.

The following table identifies the number of requests to which specific types of exemptions were applied by VAC and the OVO[1]:

[1] For statistical purposes, an exemption is counted only once when it is applied to a file multiple times.

Exemptions cited	2014–2015	2015-2016	2016-2017
Paragraph 13(1)*(a)* (Information obtained in confidence)	3	1	0
Paragraph 13(1)*(c)* (Information obtained in confidence)	2	1	0
Section 14 (Federal-provincial consultations or deliberations)	10	1	0
Paragraph 14(*a*) (Federal-provincial consultations or deliberations)	8	1	0
Paragraph 15(1) (Security)	0	1	0
Paragraph 15(1) (Security) – International Affairs	0	1	0
Paragraph 16(1) *(a) (i)* (Records Relating to investigations, examinations and audits)	0	2	1
Paragraph 16(1) *(b)* (Records Relating to investigations, examinations and audits)	0	1	0
Paragraph 16(1) *(c)* (Records Relating to investigations, examinations and audits)	0	1	0
Paragraph 16(2) (Security)	7	17	1
Paragraph 16(2)*(a)* (Security)	1	0	0
Subsection 16(2)(*c*) (Security)	17	17	32
Section 17 (Safety if Individuals)	0	1	0
Paragraph 18(*a*) (Economic interests of Canada)	1	0	0
Paragraph 18(*b*) (Economic interests of Canada)	7	0	1
Paragraph 18(*c*) (Economic interests of Canada)	0	0	0
Paragraph 18.1 (1) (a) (Economic interests of Canada)	0	1	0
Subsection 19(1) (Personal information)	135	139	167
Paragraph 20(1)*(a)* (Trade secrets – third party)	1	1	1
Paragraph 20(1)*(b)* (Confidential information – third party)	6	6	20
Paragraph 20(1)*(c)* (Competitive process – third party)	8	7	24
Paragraph 20(1)*(d)* (Negotiations – third party)	3	1	2
Section 20.1 (Public Sector Pension Investment Board)	1	0	0
Paragraph 21(1)*(a)* (Operations of government – advice)	20	29	52

Exemptions cited	2014–2015	2015-2016	2016-2017
Paragraph 21(1)(*b*) (Operations of government – consultations or deliberations)	8	10	8
Paragraph 21(1)(*c*) (Operations of government – negotiations)	9	1	2
Paragraph 21(1)(*d*) (Operations of government – management)	3	2	3
Paragraph 22 (Operations of government – testing procedures and audits)	0	1	2
Section 23 (Solicitor-client privilege)	8	21	22
Section 24 (1) (Statutory prohibitions against disclosures)	2	2	12
Section 26 (Refusal of access where information to be published)	6	3	3
Total exemptions cited	**266**	**269**	**353**

VI Exclusions Cited

An exclusion is information to which the *Act* does not apply as described in sections 68 and 69 of the *Access to Information Act*. Examples include published material, material available for purchase by the public, material at Library and Archives of Canada or confidences of the Queen's Privy Council of Canada. During the reporting period, Sections 68 and 69 were applied by VAC 58 times, the majority of which was due to information being subject to Cabinet Confidence.

No exclusions were cited by the OVO during the 2016-2017 reporting period.

The following table identifies the number of requests to which specific types of exclusions were applied by VAC and the OVO[2]:

Exclusions cited	2014–2015	2015-2016	2016-2017
68(*a*) – Published material or material available for purchase by the public	5	1	0
69(1) – Confidences of the Queen's Privy Council	1	0	0
69(1)(*a*) – Proposals to Council	1	1	3
69(1)(*b*) – Policy options to Council	0	0	0

[2] For statistical purposes, an exclusion is counted only once when it is applied to a file multiple times.

Exclusions cited	2014–2015	2015-2016	2016-2017
69(1)(*c*) – Agenda of Council	0	1	3
69(1)(*d*) – Records used in government decisions or formulation of policy	5	4	3
69(1)(*e*) – Briefings of Ministers	3	3	10
69(1)(*f*) – Draft Legislation	0	1	1
69(1)(*g*) re (*a*) – Cabinet confidences	12	16	19
69(1)(*g*) re (*b*) – Cabinet confidences	0	0	0
69(1)(*g*) re (*c*) – Cabinet confidences	1	2	7
69 (1)(*g*) re (*d*) – Cabinet confidences	4	6	1
69 (1)(*g*) re (*e*) – Cabinet confidences	2	2	3
69 (1)(*g*) re (f) – Cabinet confidences	0	2	8
Total	**34**	**39**	**58**

VII Translation

Neither VAC nor OVO received any requests requiring translation during the 2016-2017 reporting period. This is similar to the previous fiscal year where no requests requiring translation were received (VAC or OVO).

VIII Extensions

Section 9 of the *Access to Information Act* provides for the extension of the statutory time limits if: (1) consultations are necessary; or (2) the request is for a large number of records and meeting the original time limit would unreasonably interfere with the Department's operations.

During the reporting period, a total of 62 requests were extended by VAC. Of these, 35 were extended for 30 days or less, and 27 requests required an extension of 31 days or more.

The OVO did not request any extensions during the 2016–2017 reporting period.

IX Fees

In accordance with section 11 of the *Access to Information Act,* the Department collected $1,870 ($1865 for VAC and $5 for OVO) in application fees required under the *Act* during the reporting period. During the same period, the Department waived fees totaling $50 ($50 for VAC and none for the OVO). An example of when fees are waived would be when a request is complex and covers three different topics. In order to respond in a timely manner, the request

is split into three different requests but the requester is only charged for one request; the fees for the other two requests are waived.

In accordance with the May 2016 interim directive for the Access to Information Act, all fees other than the application fee were eliminated. The Department did not collect any search fees during the 2016-2017 fiscal year prior to the directive being put into place in May 2016.

X Consultations

During the 2016–2017 fiscal year, VAC sent 43 requests for consultation to other government departments or third party organizations. In addition, VAC sent 28 requests to Legal Services for consultation on Cabinet confidences. VAC also received 37 requests for consultations from other government institutions and 3 requests from other organizations involving VAC records or issues. No requests for consultations were carried forward from 2015-2016. Of the 40 consultations received in 2016-2017, 37 were completed and three were carried over to the 2017-2018 fiscal year.

In the 2016-2017 fiscal year, OVO received no requests for consultation. No requests for consultation were carried over from 2015-2016 and no requests for consultation were carried forward to 2017-2018.

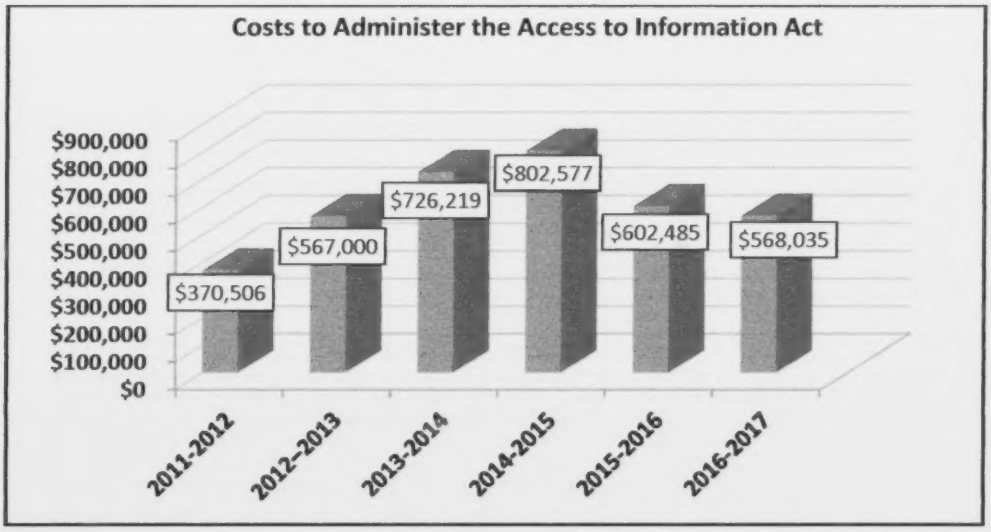
XI Costs

In 2016-2017, the VAC ATIP Office completed staffing processes to stabilize human resources. Given the relatively small size of the VAC ATIP Office, a number of FTEs are involved in both the administration of the *Access to Information Act* and the *Privacy Act*. Total FTEs in 2016-2017 were 28.4 FTEs compared to 25.14 FTEs in 2015-2016.

The OVO ATIP Office had decreased costs during the 2016-2017 fiscal year over the previous fiscal year due to decreased staff members working on the Administration of the *Act* within the OVO.

The VAC and OVO ATIP offices spent a combined total of $568,035 to administer the *Access to Information Act* during the reporting period. The breakdown is as follows:

(1) Staff salaries (including overtime) $531,747 (VAC $528,032 and OVO $3,715)
(2) Professional services contracts amounted to $1000 (VAC $0 and OVO $1000); and,
(3) Other administrative costs (representing operations and maintenance expenditures) $35,288 (VAC $35,288 and OVO $0).



Please note that the costs identified in the above table pertain only to costs directly related to the ATIP Offices.[3] They do not include time spent compiling and reviewing records for access requests in the various program areas within the Department.

7. Publication of Summaries of Completed Requests

VAC posts summaries of completed Access to Information requests online, in accordance with Annex E of the Treasury Board Secretariat *Directive on the Administration of the Access to Information Act: Criteria for Posting Summaries of Completed Access to Information Requests*.

In October 2016, VAC moved from posting summaries on the departmental website to posting summaries to the Open Government portal. The Open Government portal (open.canada.ca) is a central repository for all federal institutions to publish their data and information for the public. Summaries of completed access to information requests since September 2011 can be found at:
VAC: http://open.canada.ca/en/search/ati

Since May 2012, the OVO has also been posting the list of summaries of completed Access to Information requests on its website.
OVO: http://www.ombudsman-veterans.gc.ca/eng/transparency/atip/reports

8. Training and Awareness

Over the course of the year, departmental staff received access to information and privacy related training through a variety of mediums. Training was delivered to 1,890 participants in 229 training sessions.

[3] Total operating cost for 2015-2016 has been adjusted to reflect amount reported in 2015-2016 Statistical Report.

The following describes the training activities related to Access to Information and Privacy with respective participants and sessions for each:

Integrated Security / ATIP Training
942 Participants in 139 Sessions

VAC's mandatory Security Orientation Training, offered to all employees upon entering the organization and then at periodic intervals, highlights:

- Overview of ATIP legislation and fundamentals;
- Need-to-Know principle;
- Rules regarding accessing information; and,
- Duty to Assist.

ATIP Awareness Sessions
222 Participants in 17 Sessions

ATIP Awareness sessions focus on ATIP principles and best practices. The sessions provide an overview of the *Access to Information Act* and the *Privacy Act*; the Duty to Assist; exemptions and exclusions; and, the roles and responsibilities related to privacy management.

National Orientation and Training Program
152 Participants in 5 Sessions
As new front line employees, including Case Managers and Client Service Agents, are hired at VAC they are required to participate in a comprehensive orientation and training program. New employees have an opportunity to be trained for their respective positions in a consistent way. ATIP is a focus of the training and includes roles and responsibilities from an ATIP perspective, including but not limited to: what is personal information; privacy breaches; what to document; role in retrievals related to ATIP requests; and, collection, use and disclosure principles.

Effective Information Management
574 Participants in 68 Sessions

Effective Information Management sessions included training on how to manage information, the use of GCDOCS, and the value of good information management, including ease of access to information and privacy retrievals.

Office of the Veterans Ombudsman (OVO) – specific training

OVO staff took part in Departmental ATIP training, and three OVO staff members also attended in-depth training on the *Access to Information Act* and the *Privacy Act*.

9. Policies, Guidelines, Procedures and Initiatives

The Government of Canada has committed to becoming more open, transparent, inclusive, and accessible. A new *Interim Directive on the Administration of the Access to Information Act* that came into effect in May 2016, waived all fees other than the application fee for requests made under the *Access to Information Act*. Through initiatives like Open Government, VAC continued to proactively publish data in 2016-2017, making more departmental information available in the public forum (e.g., the open.canada.ca website).

The VAC ATIP Office enhanced its reporting in relation to Access to Information requests to ensure retrievals were received on a timely basis to facilitate improved processing times. Additionally, the Office continued to monitor and adjust Access to Information processes to improve service during 2016-2017.

The OVO maintained and monitored current Access to Information policies, guidelines, and procedures during the 2016-2017 reporting period.

10. Summary of Key Issues and Actions Taken on Complaints and Audits

In 2016-2017, VAC received four complaints in relation to Access to Information requests. Two complaints were related to denial of access, one related to an extension, and one related to other records that should exist. Five complaints were carried forward from 2015-2016, resulting in a total of 9 complaints requiring action during 2016-2017.

VAC made representations to the Office of the Information Commissioner on 7 of the 9 active complaints, one of which was pursuant to Section 35. Rulings were made by the Office of the Information Commissioner on four complaints: One was deemed not well founded, one was resolved, one was discontinued and the fourth was deemed well founded and resolved. VAC awaits findings on the remaining five complaints which were carried forward to 2017-2018.

In the 2016-2017 reporting period, OVO received no complaints in relation to Access to Information requests. No complaints were carried over from 2015-2016 and no complaints were carried forward to 2017-2018 for the OVO.

There were no appeals to the courts for VAC or the OVO during this reporting period.

11. Monitoring Compliance

I Veterans Affairs Canada

There is a robust case monitoring system in place. Using reports produced by the case management software tool, the status of requests is reviewed by the ATIP Office to monitor

deadlines, allocate resources, and report on the status of open requests. More specifically, monitoring is done as follows:

- Weekly and monthly statistical performance reports to monitor overall departmental performance provided to Directorate, Divisional and senior management;
- Weekly operational meetings with staff to review work plans, establish priorities and reallocate resources as necessary;
- Enhanced case management using ATIP case management software, including weekly review and monitoring of the status of requests and consultation processes on access requests by the VAC ATIP Office Team Leaders, Managers and Director;
- Weekly dashboards to senior management and ATIP Liaison Officers on the number of outstanding retrievals; and
- Working closely with program areas throughout the Department, and holding a number of awareness and training sessions to support program areas in completing timely and quality retrievals.

II Office of the Veterans Ombudsman

The OVO uses a tracking spreadsheet to monitor processing of requests for access to information on a weekly basis when requests are being processed. This tracking spreadsheet is maintained by the Information Management Coordinator. Any anticipated issues with processing are escalated to the Director, Corporate Services and Charlottetown Operations.

Annex 1: VAC and OVO Delegation Order – *Access to Information Act* and Access to Information Regulations

Delegation Order - *Access to Information Act* and *Access to Information Regulations*

The Minister of Veterans Affairs, pursuant to section 73 of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
4(2.1)	Responsibility of head of institution (duty to assist)	X	X	X	X	X
7(a)	Notice when access requested	X	X	X	X	X
7(b)	Giving access to the record	X	X	X	X	
8(1)	Transfer of request	X	X	X	X	X
9	Extension of time limits	X	X	X	X	X
11(2)(3)(4)(5)(6)	Additional Fees	X	X	X	X	X
11(6)	Waiver of refund	X	X	X	X	
12(2)(b)	Language of access	X	X	X	X	X
12(3)(b)	Access in an alternative format	X	X	X	X	X
13	Information obtained in confidence	X	X	X	X	

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
14	Federal-provincial affairs	X	X	X	X	
15	International affairs and defence	X	X	X	X	
16	Law enforcement and investigations	X	X	X	X	
17	Safety of individuals	X	X	X	X	
18	Economic interests of Canada	X	X	X	X	
18.1	Economic interest of certain government institutions	X	X	X	X	
19	Personal information	X	X	X	X	
20	Third party information	X	X	X	X	
21	Operations of Government	X	X	X	X	
22	Testing procedures, tests and audits	X	X	X	X	
22.1	Internal Audits	X	X	X	X	
23	Solicitor-client privilege	X	X	X	X	
24	Statutory prohibitions	X	X	X	X	
25	Severability	X	X	X	X	

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
26	Refusal of access where information is to be published	X	X	X	X	
27(1), (4)	Third party notification	X	X	X	X	
28(1)(b), (2), (4)	Third party notification	X	X	X	X	
29(1)	Notice of decision to disclose	X	X	X	X	
33	Notice to Information Commissioner of notices to third parties	X	X	X	X	
35(2)(b)	Right to make representations	X	X	X	X	
37(1)	Notice of actions to implement recommendations of Commissioner	X	X	X	X	
37(4)	Access to be given to complainant	X	X	X	X	
43(1)	Notice to third party of application to Federal Court for review	X	X	X		
44(2)	Notice to requester of application for review by third party	X	X	X	X	
52(2)(b), 52(3)	Special rules for hearings	X	X			

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
71(1)	Facilities for inspection of manuals	X	X	X	X	
72	Annual report to Parliament	X	X	X		

Access to Information Regulations **Provisions and associated descriptions**						
6(1)	Transfer of request	X	X	X	X	X
7(2)	Search and preparation fees	X	X	X	X	X
7(3)	Production and programming fees	X	X	X	X	X
8	Method of access	X	X	X	X	
8.1	Limitations in respect of format	X	X	X	X	

The following portion of the Delegation Order applies to records and information that are created, collected, maintained, used and disclosed by the Office of the Veterans Ombudsman.

Position	***Access to Information Act***	***Access to Information Regulations***
Veterans Ombudsman	Full delegation	Full delegation
Director General of Operation	Full delegation	Full delegation
Legal Advisor	Full delegation	Full delegation
Director of Corporate Services and Charlottetown Operations	Full delegation	Full delegation

Minister of Veterans Affairs

March 16/16
Date

Annex 2: Statistical Report on the *Access to Information Act* (VAC and OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Department of Veterans Affairs Canada

Reporting period: 2016-04-01 to 2017-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	380
Outstanding from previous reporting period	49
Total	429
Closed during reporting period	375
Carried over to next reporting period	54

1.2 Sources of requests

Source	Number of Requests
Media	97
Academia	8
Business (private sector)	34
Organization	19
Public	177
Decline to Identify	45
Total	380

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	Than 365 Days	Total
42	19	62	25	6	4	2	160

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

TBS/SCT 350-63 (Rev. 2011/03)

Canada

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	Than 365 Days	Total
All disclosed	9	69	24	8	0	0	0	110
Disclosed in part	7	80	46	36	12	13	6	200
All exempted	1	0	1	0	0	0	0	2
All excluded	0	0	0	1	0	1	0	2
No records exist	10	23	1	0	0	0	0	34
Request transferred	4	1	0	0	0	0	0	5
Request abandoned	15	4	1	0	0	0	1	21
Neither confirmed nor denied	1	0	0	0	0	0	0	1
Total	47	177	73	45	12	14	7	375

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	1	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	1	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	32	18(d)	0	21(1)(a)	52
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	8
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	2
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	167	22.1(1)	2
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	1	23	22
15(1) - Def.*	0	16.3	0	20(1)(b)	20	24(1)	12
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	3
16(1)(a)(i)	1	16.4(1)(b)	0	20(1)(c)	24		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	2		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

Part 2: Requests Closed During the Reporting Period

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	19
68(b)	0	69(1)(a)	3	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	7
68.1	0	69(1)(c)	3	69(1)(g) re (d)	1
68.2(a)	0	69(1)(d)	3	69(1)(g) re (e)	3
68.2(b)	0	69(1)(e)	10	69(1)(g) re (f)	8
		69(1)(f)	1	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	63	46	1
Disclosed in part	62	138	0
Total	125	184	1

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	11838	11815	110
Disclosed in part	89041	82517	200
All exempted	10	0	2
All excluded	51	0	2
Request abandoned	2333	43	21
Neither confirmed nor denied	0	0	1

Part 2: Requests Closed During the Reporting Period

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	96	1511	10	1912	2	1314	1	1588	1	5490
Disclosed in part	117	3095	47	11767	15	10538	20	45043	1	12074
All exempted	2	0	0	0	0	0	0	0	0	0
All excluded	2	0	0	0	0	0	0	0	0	0
Request abandoned	21	43	0	0	0	0	0	0	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	239	4649	57	13679	17	11852	21	46631	2	17564

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	5	0	0	0	5
Disclosed in part	37	0	0	0	37
All exempted	0	0	0	0	0
All excluded	1	0	0	0	1
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	43	0	0	0	43

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
128	51	23	4	50

Part 2: Requests Closed During the Reporting Period

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	41	8	49
16 to 30 days	15	3	18
31 to 60 days	10	12	22
61 to 120 days	14	5	19
121 to 180 days	2	4	6
181 to 365 days	5	2	7
More than 365 days	2	5	7
Total	89	39	128

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1	0	3	0
Disclosed in part	12	17	28	0
All exempted	0	0	0	0
All excluded	0	1	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	13	18	31	0

Part 3: Extensions

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	7	10	18	0
31 to 60 days	1	7	10	0
61 to 120 days	5	0	1	0
121 to 180 days	0	1	2	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	13	18	31	0

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	374	$1,870	10	$50
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	374	$1,870	10	$50

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting	37	923	3	458
Outstanding from the previous reporting period	0	0	0	0
Total	37	923	3	458
Closed during the reporting period	34	905	3	458
Pending at the end of the reporting period	3	18	0	0

Part 5: Consultations Received From Other Institutions and Organizations

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	12	12	2	1	0	0	0	27
Disclose in part	0	5	0	0	0	0	0	5
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	1	0	0	0	2
Total	13	17	2	2	0	0	0	34

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	1	0	0	0	0	0	0	1
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	1	0	0	0	2
Total	2	0	0	1	0	0	0	3

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	8	8	0	0	0	0	0	0	0	0
16 to 30	5	84	0	0	0	0	0	0	0	0
31 to 60	7	16	0	0	0	0	1	21	0	0
61 to 120	6	38	1	8	0	0	0	0	0	0
121 to 180	1	0	0	0	0	0	0	0	0	0
181 to 365	1	48	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	28	194	1	8	0	0	1	21	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
4	1	1	6

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		$528,282
Overtime		$3,465
Goods and Services		$36,288
• Professional services contracts	$1,000	
• Other	$35,288	
Total		**$568,035**

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	7.77
Part-time and casual employees	0.27
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.39
Total	8.43

Note: Enter values to two decimal places.

Annex 3: Statistical Report on the *Access to Information Act* (OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombudsman

Reporting period: 2016-04-01 to 2017-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	1
Outstanding from previous reporting period	0
Total	1
Closed during reporting period	1
Carried over to next reporting period	0

1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (private sector)	0
Organization	0
Public	1
Decline to Identify	0
Total	1

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	Than 365 Days	Total
0	0	0	0	0	0	0	0

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

TBS/SCT 350-63 (Rev. 2011/03)

Canada

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	Than 365 Days	Total
All disclosed	0	1	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	0	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	0	24(1)	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

Part 2: Requests Closed During the Reporting Period

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	1	0	0
Disclosed in part	0	0	0
Total	1	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	1	1	1
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0

Part 2: Requests Closed During the Reporting Period

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	1	1	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	1	1	0	0	0	0	0	0	0	0

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	0	0	0	0	0

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

Part 2: Requests Closed During the Reporting Period

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

Part 3: Extensions

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	1	$5	0	$0
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	1	$5	0	$0

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Pending at the end of the reporting period	0	0	0	0

Part 5: Consultations Received From Other Institutions and Organizations

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
0	0	0	0

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		$3,715
Overtime		$0
Goods and Services		$1,000
• Professional services contracts	$1,000	
• Other	$0	
Total		**$4,715**

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.04
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	0.04

Note: Enter values to two decimal places.

Annex 4: Five-Year Statistical Analysis (VAC and OVO)

	2012–2013	2013–2014	2014–2015	2015-2016	2016-2017	Variance 2016-2017 and 2015-2016
Requests received	135	100	344	262	380	+45%
Requests carried forward from prior year	89	108	66	77	49	-36.4%
Total requests requiring action	224	208	410	339	429	+26.5%
Completed requests	116	142	332	291	375	+28.9%
Requests carried forward to next year	108	66	78	48	54	+12.5%
Completed in 30 days or less	47	59	173	132	224	+69.7%
Pages released	16,696	32,139	65,843	77,225	94375	+22.2%
***ATIA* – Total costs of administration**	$623,778	$726,219	$802,577	$602,485[4]	$568,035	-5.7%
FTEs	10.54	10.91	10.48	6.96	8.43	+21.1%
Informal requests	84	77	214	106	160	+51.0%
Complaints received	14	6	5	1	4	+300.0%

[4] Total operating cost for 2015-2016 has been adjusted to reflect amount reported in 2015-2016 Statistical Report.

Annex 5: Definitions of Dispositions

These definitions provide a brief explanation of the Status of Completed Request. These definitions provide a brief explanation of the status of a completed request.

All disclosed:

All the records relevant to the request were disclosed to the applicant (i.e., without the application of any exemptions or exclusions).

All exempted:

No information was disclosed because all of the information requested qualified for exemption. For example, exemptions may be applied to personal information or information related to advice or recommendations developed by or for a government institution.

All excluded:

No information was disclosed because all of the information requested qualified for exclusion. Excluded information would include publicly available information or Confidences of the Queen's Privy Council. The *Access to Information Act* does not apply to published material or material available for purchase by the public.

Disclosed in part:

Only a portion of the information requested was disclosed because the remainder was exempt and/or excluded. For example, exemptions may be applied to personal information or information related to advice or recommendations developed by or for a government institution. Excluded information would include publicly available information or Confidences of the Queen's Privy Council. Excluded information is addressed in sections 68 and 69 of the *Access to Information Act*. The *Access to Information Act* does not apply to published material or material available for purchase by the public.

Does not exist:

The request provided sufficient information to identify the specific information sought but no relevant records were found.

Neither confirmed nor denied:

The Department could neither confirm nor deny the existence of any records pertaining to the request

Request abandoned:

The request was abandoned either by the requester, or following a lack of response from the requester to a clarification letter.

Request transferred:

The request was transferred to another government department that was better suited to respond to the request.